

**AI Agents Market by Agent Role (Productivity & Personal Assistants, Sales, Marketing, Customer Service, Code Generation), Agent Systems (Single Agent, Multi Agent), Product Type (Ready to Deploy Agents, Build Your Own Agents) - Global Forecast to 2030**

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**Report description:**

The AI agents market is projected to grow from USD 5.1 billion in 2024 to USD 47.1 billion in 2030, with a CAGR of 44.8% during 2024-2030. The AI agent market has been growing rapidly. Impacting various sectors and business operations, the changes are prompted by several key factors. Companies are going for AI agents that can scale up personalized responses due to increasing complexities of customer interactions as well as need for customized experiences. For instance, in omni-channel communication strategies, AI agents can handle client queries across multiple platforms thereby boosting customer satisfaction and loyalty. Furthermore, AI agents have improved dramatically due to progress in NLP (natural language processing) and machine learning. As a result these tools are now better at comprehending context intention or sentiment resulting in more efficient automation processes. With digital transformation gaining popularity across industries, many organizations have turned towards the use of AI agents with an aim of streamlining their activities while cutting on costs leading to overall efficiency improvement. "By agent systems, multi-agent systems segment is expected to register the fastest market growth rate during the forecast period."

The AI agents market is seeing a rapid rise in growth of multi-agent systems (MAS) as these can handle complex decentralized tasks better than single-agent systems. Such AI agents work well in an environment where there is need for negotiations, collaborative efforts or competition among several parties- and that is why they are widely used in transportation, financial services, healthcare and autonomous systems. The advent of Industry 4.0, which focuses on automation and smart technologies, has also led to increased demand for MAS as they enable optimization processes, allow distributed data management and improve real-time decision making process. Furthermore, MAS are extremely suitable to scaling operations as they facilitate

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blending different functionalities across agents into their software platforms. This makes it possible for multi agent systems to adjust with dynamic, large-scale environments.

"By agent role, customer service & support is expected to account for the largest market share during the forecast period."

Customer service & support has emerged as the most widely accepted AI agents role. This is owing to the rapid rate at which customers are airing their grievances calls- requiring special AI agents to manage and cope with this huge volume of interactions. The advent of digital platforms has increased the need for prompt, precise and customized responses that AI agents can offer throughout the day, hence substantially increasing consumer satisfaction levels and brand dedication. Furthermore, companies striving to rationalize costs through resource optimization and OPEX minimization are appreciating the affordability of AI agents who deal with routine duties while freeing up their colleagues for more complicated inquiries. In addition, easy integration of CRM systems with AI agents enables enterprises to adopt them without hindrance.

"By Region, North America to have the largest market share in 2024, and Asia Pacific is slated to grow at the fastest rate during the forecast period."

North America has the largest regional share of AI agents market based on early adoption of cutting-edge technologies and a strong digital infrastructure. This region is significantly advantaged by its major players such as Google, Microsoft, and IBM who invest heavily in the development of AI agents. For instance, IBM has developed AI-powered customer support tools adopted by leading banks and healthcare providers to minimize their operations and improve customer experiences. Moreover, Walmart has utilized AI agents for better supply chain efficiency and improved customer service in the US thereby demonstrating how this region leverages AI systems for operational excellence. Besides, strong thrusts toward digital transformation throughout industries, coupled with enabling legislations, further consolidate North America's dominance on the AI agents market.

The market for AI agents is growing fastest in Asia-Pacific, thanks to rapid development of AI, quickened digitization and huge technology adept population. China and Japan are spearheading the move with substantial state backing and funding for the AI technologies. For instance, China's e-commerce moguls such as Alibaba and JD.com have massively utilized AI agents so as to step up their customer service levels and minimize logistics costs. In addition, Japan's great emphasis on automation is depicted by firms like SoftBank, that integrates artificial intelligence agents into client support system and robotics, signifying a strong inclination towards AI in the area.

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#### Breakdown of primaries

In-depth interviews were conducted with Chief Executive Officers (CEOs), innovation and technology directors, system integrators, and executives from various key organizations operating in the AI agents market.

-□By Company: Tier I - 38%, Tier II - 42%, and Tier III - 20%

-□By Designation: C-Level Executives - 31%, D-Level Executives - 40%, and others - 29%

-□By Region: North America - 44%, Europe - 25%, Asia Pacific - 20%, Middle East & Africa - 6%, and Latin America - 5%

The report includes the study of key players offering AI agents solutions. It profiles major vendors in the AI agents market. The major players in the AI agents market include Microsoft (US), IBM (US), Google (US), Oracle (US), AWS (US), NVIDIA (US), Meta (US), Salesforce (US), OpenAI (US), LivePerson (US), Tempus AI (US), Kore.ai (US), LeewayHertz (US), CS DISCO (US), Aerogility (UK), GupShup (US), HireVue (US), Helpshift (US), Fluid AI (India), Amelia (US), Irisity (Sweden), Cogito (US), SmartAction (US), Cognosys (Canada), Aisera (US), Markovate (US), Rasa (US), Stability AI (UK), Infinitus Systems (US), Sierra (US), Level AI (US), Sybill (US), Truva (US), Leena AI (US), Tars (US), Talkie.ai (US), HeyMilo AI (US), CUJO AI (US), K Health (US), Locale.ai (US), Newo.ai (US), Beam AI (US), and Cognigy (Germany).

#### Research coverage

This research report categorizes the AI agents Market by Agent Systems (Single Agent System, Multi Agent Systems), by Product Type (Ready-to-Deploy AI Agents, Build-Your-Own AI Agents), by Agent Role (Productivity & Personal Assistants, Sales, Marketing, Legal, Customer Service & Support, Coding & Software Development, Product Management, Accounting, Human Resources, Business Intelligence, and Others), by End-user (enterprise end-users [BFSI, telecommunications, government & public sector, healthcare & life sciences, manufacturing, media & entertainment, retail & e-commerce, technology providers, professional service providers, law firms, and other enterprises], consumers), and by Region (North America, Europe, Asia Pacific, Middle East & Africa, and Latin America). The scope of the report covers detailed information regarding the major factors, such as drivers,

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restraints, challenges, and opportunities, influencing the growth of the AI agents market. A detailed analysis of the key industry players has been done to provide insights into their business overview, solutions, and services; key strategies; contracts, partnerships, agreements, new product & service launches, mergers and acquisitions, and recent developments associated with the AI agents market. Competitive analysis of upcoming startups in the AI agents market ecosystem is covered in this report.

#### Key Benefits of Buying the Report

The report would provide the market leaders/new entrants in this market with information on the closest approximations of the revenue numbers for the overall AI agents market and its subsegments. It would help stakeholders understand the competitive landscape and gain more insights better to position their business and plan suitable go-to-market strategies. It also helps stakeholders understand the pulse of the market and provides them with information on key market drivers, restraints, challenges, and opportunities.

The report provides insights on the following pointers:

-□Analysis of key drivers (Accelerated development of natural language processing (NLP) technologies is enhancing AI agents' understanding and interaction capabilities, the demand for hyper-personalized digital experiences is driving higher adoption of AI agents in customer-facing roles, the integration of AI agents into enterprise business process automation is improving operational efficiency and reducing costs), restraints (Data privacy and security concerns are limiting market adoption, high implementation costs are restricting access to advanced AI agent solutions), opportunities (Tailored AI solutions for specialized industry applications will address niche market needs and create new revenue streams, the expansion of AI-powered SaaS platforms will broaden accessibility and drive adoption among small and medium-sized enterprises, multilingual capabilities in AI agents will increase global market penetration and adoption), and challenges (Ethical and bias concerns in AI agents are threatening trust and compliance in sensitive application, scalability issues in high demand environments are challenging the performance and reliability of AI agents).

-□Product Development/Innovation: Detailed insights on upcoming technologies, research & development activities, and new product & service launches in the AI agents market.

-□Market Development: Comprehensive information about lucrative markets - the report analyses the AI agents market across varied regions.

-□Market Diversification: Exhaustive information about new products & services, untapped geographies, recent developments, and investments in the AI agents market.

-□Competitive Assessment: In-depth assessment of market shares, growth strategies and service offerings of leading players like Microsoft (US), IBM (US), Google (US), Oracle (US), AWS (US), NVIDIA (US), Meta (US), Salesforce (US), OpenAI (US), LivePerson (US), Tempus AI (US), Kore.ai (US), LeewayHertz (US), CS DISCO (US), Aerogility (UK), GupShup (US), HireVue (US), Helpshift (US), Fluid AI (India), Amelia (US), Irisity (Sweden), Cogito (US), SmartAction (US), and Cognosys (Canada), among others in the AI agents market. The report also helps stakeholders understand the pulse of the AI agents market and provides them with information on key market drivers, restraints, challenges, and opportunities.

#### Table of Contents:

1	INTRODUCTION	40
1.1	STUDY OBJECTIVES	40
1.2	MARKET DEFINITION	40
1.2.1	INCLUSIONS AND EXCLUSIONS	41
1.3	MARKET SCOPE	42
1.3.1	MARKET SEGMENTATION	42
1.3.2	YEARS CONSIDERED	44
1.4	CURRENCY CONSIDERED	45
1.5	STAKEHOLDERS	45
2	RESEARCH METHODOLOGY	46
2.1	RESEARCH DATA	46
2.1.1	SECONDARY DATA	47

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2.1.2	PRIMARY DATA	47
2.1.2.1	Breakup of primary profiles	48
2.1.2.2	Key industry insights	48
2.2	MARKET BREAKUP AND DATA TRIANGULATION	49
2.3	MARKET SIZE ESTIMATION	50
2.3.1	TOP-DOWN APPROACH	50
2.3.2	BOTTOM-UP APPROACH	51
2.4	MARKET FORECAST	55
2.5	RESEARCH ASSUMPTIONS	56
2.6	STUDY LIMITATIONS	57
3	EXECUTIVE SUMMARY	58
4	PREMIUM INSIGHTS	64
4.1	ATTRACTIVE OPPORTUNITIES IN AI AGENTS MARKET	64
4.2	AI AGENTS MARKET: TOP THREE AGENT ROLES	65
4.3	NORTH AMERICA: AI AGENTS MARKET, BY AGENT SYSTEM AND PRODUCT TYPE	65
4.4	AI AGENTS MARKET, BY REGION	66
?		
5	MARKET OVERVIEW AND INDUSTRY TRENDS	67
5.1	INTRODUCTION	67
5.2	MARKET DYNAMICS	68
5.2.1	DRIVERS	69
5.2.1.1	Accelerated development of natural language processing (NLP) technologies to enhance AI agents' understanding and interaction capabilities	69
5.2.1.2	Demand for hyper-personalized digital experiences to drive higher adoption of AI agents in customer-facing roles	69
5.2.1.3	Integration of AI agents into enterprise business process automation to improve operational efficiency and reduce costs	70
5.2.2	RESTRAINTS	70
5.2.2.1	Data privacy and security concerns to limit market adoption	70
5.2.2.2	High implementation costs to restrict access to advanced AI agent solutions	71
5.2.3	OPPORTUNITIES	71
5.2.3.1	Tailored AI solutions for specialized industry applications will address niche market needs and create new revenue streams	71
5.2.3.2	Expansion of AI-powered SaaS platforms will broaden accessibility and drive adoption among small and medium-sized enterprises	72
5.2.3.3	Multilingual capabilities in AI agents will increase global market penetration and adoption	72
5.2.4	CHALLENGES	73
5.2.4.1	Challenges in Enhancing Contextual Understanding of AI Agents	73
5.2.4.2	Ethical and bias concerns in AI agents to threaten trust and compliance in sensitive applications	73
5.2.4.3	Scalability issues in high demand environments to challenge performance and reliability of AI agents	73
5.3	EVOLUTION OF AI AGENTS	75
5.4	SUPPLY CHAIN ANALYSIS	78
5.5	ECOSYSTEM ANALYSIS	80
5.5.1	PRODUCTIVITY & PERSONAL ASSISTANTS	82
5.5.2	SALES	82
5.5.3	MARKETING	82
5.5.4	CUSTOMER SERVICE & SUPPORT	82
5.5.5	LEGAL	83
5.5.6	PRODUCT MANAGEMENT	83

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5.5.7	CODING/SOFTWARE DEVELOPMENT	83
5.5.8	HUMAN RESOURCES	83
5.5.9	BUSINESS INTELLIGENCE	84
5.5.10	FINANCE & ACCOUNTING	84
5.6	INVESTMENT LANDSCAPE AND FUNDING SCENARIO	84
5.7	IMPACT OF GENERATIVE AI ON AI AGENTS MARKET	89
5.7.1	TOP USE CASES & MARKET POTENTIAL	89
5.7.1.1	Enhanced communication & interaction	90
5.7.1.2	Automated content generation	90
5.7.1.3	Personalized experiences	90
5.7.1.4	Real-time decision support	90
5.7.1.5	Product development & design	90
5.7.1.6	Automated content creation	90
5.8	CASE STUDY ANALYSIS	91
5.8.1	BFSI	91
5.8.1.1	Bajaj Finance used 2000+ chatbots to drive sales for its different verticals	91
5.8.1.2	MRHFL closed experience gap for frontline employees using Leena AI platform	92
5.8.1.3	Cardi: Enhancing Customer Experience at BNP Paribas Cardif	92
5.8.2	HEALTHCARE & LIFE SCIENCES	92
5.8.2.1	Cencora accelerated patient access with Infinitus	92
5.8.2.2	Aveanna Healthcare improved employee experiences with Amelia	93
5.8.3	IT/ITES	93
5.8.3.1	Amelia helped CGI reduce client outages by 30%	93
5.8.4	TELECOMMUNICATIONS	94
5.8.4.1	Telefonica leveraged Amelia's AI agents to handle 100% of its mobile phone traffic	94
5.8.5	LEGAL	94
5.8.5.1	Beam: Enhancing Patient Support with AI Automation	94
5.9	TECHNOLOGY ANALYSIS	95
5.9.1	KEY TECHNOLOGIES	95
5.9.1.1	Optimization Algorithms	95
5.9.1.2	Probabilistic Algorithms	95
5.9.1.3	Planning & Search Algorithms	96
5.9.1.4	TensorFlow	96
5.9.1.5	PyTorch	96
5.9.1.6	Apache Kafka	97
5.9.1.7	Sensors/Perceptors	97
5.9.1.8	LLM Routing	97
5.9.1.9	AI Agent Memory	98
5.9.1.9.1	Short-term Memory (STM)	98
5.9.1.9.2	Long-term Memory (LTM) Type 1	98
5.9.1.9.3	Long-term Memory (LTM) Type 2	98
5.9.1.9.4	Long-term Memory (LTM) Type 3	99
5.9.2	COMPLEMENTARY TECHNOLOGIES	99
5.9.2.1	API and Microservices	99
5.9.2.2	Edge Computing	100

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5.9.2.3	Geospatial Analytics	100
5.9.2.4	Quantization and Model Optimization	100
5.9.3	ADJACENT TECHNOLOGIES	101
5.9.3.1	Multimodal AI	101
5.9.3.2	Responsible AI	101
5.9.3.3	Blockchain	101
5.9.3.4	5G and Advanced Connectivity	102
5.10	REGULATORY LANDSCAPE	102
5.10.1	REGULATORY BODIES, GOVERNMENT AGENCIES, AND OTHER ORGANIZATIONS	102
5.10.2	REGULATIONS: AI AGENTS	106
5.10.2.1	North America	106
5.10.2.1.1	Blueprint for an AI Bill of Rights (US)	106
5.10.2.1.2	Directive on Automated Decision-making (Canada)	107
5.10.2.2	Europe	107
5.10.2.2.1	UK AI Regulation White Paper	107
5.10.2.2.2	Gesetz zur Regulierung Kunstlicher Intelligenz (AI Regulation Law)	107
5.10.2.2.3	Loi pour une Republique numerique (Digital Republic Act)	107
5.10.2.2.4	Codice in materia di protezione dei dati personali (Italian Data Protection Code)	108
5.10.2.2.5	Ley de Servicios Digitales (Digital Services Act)	108
5.10.2.2.6	Dutch Data Protection Authority (Autoriteit Persoonsgegevens) Guidelines	108
5.10.2.2.7	The Swedish National Board of Trade AI Guidelines	108
5.10.2.2.8	Danish Data Protection Agency (Datatilsynet) AI Recommendations	109
5.10.2.2.9	Artificial Intelligence 4.0 (AI 4.0) Program	109
5.10.2.3	Asia Pacific	109
5.10.2.3.1	Personal Data Protection Bill (PDPB) & National Strategy on AI (NSAI)	109
5.10.2.3.2	The Basic Act on the Advancement of Utilizing Public and Private Sector Data & AI Guidelines	110
5.10.2.3.3	New Generation Artificial Intelligence Development Plan & AI Ethics Guidelines	110
5.10.2.3.4	Framework Act on Intelligent Informatization	110
5.10.2.3.5	AI Ethics Framework (Australia) & AI Strategy (New Zealand)	110
5.10.2.3.6	Model AI Governance Framework	111
5.10.2.3.7	National AI Framework	111
5.10.2.3.8	Taiwan AI Action Plan	111
5.10.2.3.9	National AI Roadmap	111
5.10.2.4	Middle East & Africa	112
5.10.2.4.1	Saudi Data & Artificial Intelligence Authority (SDAIA) Regulations	112
5.10.2.4.2	UAE National AI Strategy 2031	112
5.10.2.4.3	Qatar National AI Strategy	112
5.10.2.4.4	National Artificial Intelligence Strategy (2021-2025)	113
5.10.2.4.5	African Union (AU) AI Framework	113
5.10.2.4.6	Egyptian Artificial Intelligence Strategy	113
5.10.2.4.7	Kuwait National Development Plan (New Kuwait Vision 2035)	113
5.10.2.5	Latin America	114
5.10.2.5.1	Brazilian General Data Protection Law (LGPD)	114
5.10.2.5.2	Federal Law on the Protection of Personal Data Held by Private Parties	114
5.10.2.5.3	Argentina Personal Data Protection Law (PDPL) & AI Ethics Framework	114
5.10.2.5.4	Chilean Data Protection Law & National AI Policy	115
5.10.2.5.5	Colombian Data Protection Law (Law 1581) & AI Ethics Guidelines	115

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5.10.2.5.6	Peruvian Personal Data Protection Law & National AI Strategy	115
5.11	PATENT ANALYSIS	116
5.11.1	METHODOLOGY	116
5.11.2	PATENTS FILED, BY DOCUMENT TYPE	116
5.11.3	INNOVATION AND PATENT APPLICATIONS	117
5.12	PRICING ANALYSIS	121
5.12.1	AVERAGE SELLING PRICE TREND OF KEY PLAYERS, BY AGENT TYPE	122
5.12.2	INDICATIVE PRICING ANALYSIS, BY SERVICE	123
5.13	KEY CONFERENCES AND EVENTS (2025-2026)	124
5.14	PORTER'S FIVE FORCES ANALYSIS	125
5.14.1	THREAT OF NEW ENTRANTS	126
5.14.2	THREAT OF SUBSTITUTES	127
5.14.3	BARGAINING POWER OF SUPPLIERS	127
5.14.4	BARGAINING POWER OF BUYERS	127
5.14.5	INTENSITY OF COMPETITIVE RIVALRY	127
5.15	AI AGENTS TECHNOLOGY ROADMAP	128
5.16	AI AGENTS BUSINESS MODELS	130
5.16.1	AI AGENTS-AS-A-SERVICE MODEL	130
5.16.2	AI AGENTS EMBEDDED IN SOFTWARE SOLUTIONS MODEL	130
5.16.3	AI AGENTS CUSTOM INTEGRATION & CONSULTING MODEL	131
5.16.4	AI AGENTS PLATFORM ECOSYSTEM MODEL	131
5.16.5	AI AGENTS LICENSING & IP MODEL	131
5.16.6	AI AGENTS HARDWARE-INTEGRATED MODEL	132
5.16.7	AI AGENTS WHITE-LABEL MODEL	132
5.17	KEY STAKEHOLDERS & BUYING CRITERIA	133
5.17.1	KEY STAKEHOLDERS IN BUYING PROCESS	133
5.17.2	BUYING CRITERIA	134
5.18	TRENDS/DISRUPTIONS IMPACTING CUSTOMER BUSINESS	135
5.18.1	TRENDS/DISRUPTIONS IMPACTING CUSTOMER BUSINESS	135
6	AI AGENTS MARKET, BY AGENT SYSTEM	136
6.1	INTRODUCTION	137
6.1.1	AGENT SYSTEM: AI AGENTS MARKET DRIVERS	137
6.2	SINGLE AGENT SYSTEMS	139
6.2.1	SINGLE AGENT SYSTEMS OFFER COST-EFFECTIVE ENTRY POINT FOR BUSINESSES LOOKING TO IMPLEMENT AI SOLUTIONS	139
6.3	MULTI AGENT SYSTEMS	140
6.3.1	GOVERNMENTS AND DEFENSE ORGANIZATIONS INVESTING HEAVILY IN MAS FOR APPLICATIONS IN SURVEILLANCE, RECONNAISSANCE, AND MILITARY SIMULATIONS	140
7	AI AGENTS MARKET, BY PRODUCT TYPE	142
7.1	INTRODUCTION	143
7.1.1	PRODUCT TYPE: AI AGENTS MARKET DRIVERS	143
7.2	READY-TO-DEPLOY AGENTS	145
7.2.1	READY-TO-DEPLOY CONVERSATIONAL AGENTS LEVERAGING SOPHISTICATED NLP AND ML MODELS TO DELIVER ENHANCED CUSTOMER EXPERIENCES	145
7.3	BUILD-YOUR-OWN AGENTS	146
7.3.1	BUILD-YOUR-OWN AGENTS SEGMENT POISED FOR SIGNIFICANT GROWTH AS BUSINESSES INCREASINGLY SEEK CUSTOMIZED AI SOLUTIONS CATERING TO SPECIFIC NEEDS	146
8	AI AGENTS MARKET, BY AGENT ROLE	148

8.1	INTRODUCTION	149
8.1.1	AGENT ROLE: AI AGENTS MARKET DRIVERS	149
8.2	PRODUCTIVITY & PERSONAL ASSISTANTS	151
8.2.1	AI-POWERED PRODUCTIVITY AND PERSONAL ASSISTANTS REFLECT GROWING NEED FOR TOOLS TO ENHANCE INDIVIDUAL EFFICIENCY AND STREAMLINE PERSONAL AND PROFESSIONAL TASKS	151
8.2.2	CREATIVITY ASSISTANTS	152
8.2.3	WORKFLOW AUTOMATION	153
8.2.4	MEETING ASSISTANTS	154
8.3	SALES	155
8.3.1	RISE OF GENERATIVE AI HAS SIGNIFICANTLY ENHANCED NETWORK SECURITY MEASURES BY ENABLING MORE SOPHISTICATED THREAT DETECTION	155
8.3.2	PROSPECTING	156
8.3.3	LEAD GENERATION	157
8.3.4	SALES AUTOMATION	158
8.3.5	CUSTOMER RELATIONSHIP MANAGEMENT	159
8.4	MARKETING	160
8.4.1	FUTURE OF MARKETING INTERTWINED WITH CONTINUED DEVELOPMENT OF AI AGENTS, SHAPING HOW BUSINESSES ENGAGE WITH CUSTOMERS AND DRIVE GROWTH	160
8.4.2	CONTENT CREATION & SEO	161
8.4.3	CAMPAIGN MANAGEMENT	162
8.4.4	MARKETING PERSONALIZATION	163
8.5	LEGAL	164
8.5.1	AI AGENTS TRANSFORMING LEGAL INDUSTRY BY AUTOMATING ROUTINE TASKS, ENHANCING DECISION-MAKING, AND PROVIDING DATA-DRIVEN INSIGHTS	164
8.5.2	LEGAL RESEARCH	165
8.5.3	DOCUMENT REVIEW & MANAGEMENT	166
8.5.4	LEGAL COMPLIANCE	167
8.6	CUSTOMER SERVICE & SUPPORT	168
8.6.1	DRIVEN BY ADVANCEMENTS IN NLP AND MACHINE LEARNING, AI AGENTS MARKET IN CUSTOMER SERVICE POISED FOR SUBSTANTIAL GROWTH	168
8.6.2	SELF-SERVICE CHATBOTS	169
8.6.3	SENTIMENT ANALYSIS	170
8.7	CODING & SOFTWARE DEVELOPMENT	171
8.7.1	CONTINUOUS TECHNOLOGICAL ADVANCEMENTS TO DRIVE FURTHER INNOVATION, MAKING AI AGENTS INTEGRAL TO FUTURE OF SOFTWARE DEVELOPMENT	171
8.7.2	CODE GENERATION	172
8.7.3	CODE DEBUGGING	173
8.7.4	CONTINUOUS INTEGRATION/CONTINUOUS DELIVERY (CI/CD)	174
8.8	PRODUCT MANAGEMENT	175
8.8.1	USE OF AI AGENTS IN PRODUCT MANAGEMENT EXPECTED TO BECOME STANDARD PRACTICE	175
8.8.2	MARKET RESEARCH	176
8.8.3	PRODUCT DEVELOPMENT	177
8.8.4	PROJECT TASK AUTOMATION	178
8.8.5	RESOURCE ALLOCATION	179
8.9	ACCOUNTING	180
8.9.1	DEMAND FOR AUTOMATION IN REPETITIVE AND TIME-CONSUMING ACCOUNTING TASKS TO DRIVE MARKET GROWTH	180
8.9.2	TRANSACTION FAILURE MANAGEMENT	181

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8.9.3	FRAUD MANAGEMENT	182
8.10	HUMAN RESOURCES	183
8.10.1	AS MORE ORGANIZATIONS ADOPT HR AGENTS TO ENHANCE HR FUNCTIONS, MARKET WILL EXPAND SIGNIFICANTLY	183
8.10.2	HIRING & RECRUITMENT	184
8.10.3	EMPLOYEE ENGAGEMENT	185
	?	
8.11	BUSINESS INTELLIGENCE	186
8.11.1	AGENT ROLES IN BUSINESS ENGAGEMENT BECOMING INDISPENSABLE FOR BUSINESSES AIMING TO ENHANCE CUSTOMER EXPERIENCES AND STREAMLINE OPERATIONS	186
8.11.2	DATA ANALYTICS & INSIGHT GENERATION	187
8.11.3	PREDICTIVE ANALYTICS & FORECASTING	189
8.11.4	AUTOMATED REPORTING & DASHBOARDS	190
8.11.5	DATA CLEANING & PREPARATION	191
8.12	OTHER AGENT ROLES	192
9	AI AGENTS MARKET, BY END USER	193
9.1	INTRODUCTION	194
9.1.1	END USER: AI AGENTS MARKET DRIVERS	194
9.2	ENTERPRISES	196
9.2.1	BFSI	198
9.2.1.1	Growing need for automation and ability to deliver 24/7 service driving integration of AI agents in BFSI sector	198
9.2.1.2	Banking	199
9.2.1.3	Financial Services	200
9.2.1.4	Insurance	201
9.2.2	TELECOMMUNICATIONS	202
9.2.2.1	Adoption of AI agents in telecommunications further accelerated by growing demand for seamless, always-on communication services	202
9.2.3	GOVERNMENT & PUBLIC SECTOR	203
9.2.3.1	Governments making investments in AI research and establishing innovation hubs to promote collaboration with academia & private sector	203
9.2.4	HEALTHCARE & LIFE SCIENCES	205
9.2.4.1	Healthcare providers leveraging AI agents to streamline administrative tasks allowing healthcare professionals to focus on patient care	205
9.2.5	MANUFACTURING	206
9.2.5.1	AI to revolutionize manufacturing processes and enhance competitiveness in evolving market landscape	206
9.2.6	MEDIA & ENTERTAINMENT	207
9.2.6.1	Media & entertainment companies increasingly leveraging AI agents to stay competitive and meet evolving demands of consumers	207
9.2.6.2	Advertising	208
9.2.6.3	Music	209
9.2.6.4	Film	210
9.2.6.5	Gaming	211
9.2.6.6	Journalism	212
9.2.7	RETAIL & E-COMMERCE	213
9.2.7.1	Integration of AI agents in retail & e-commerce sector to transform industry by driving personalization and enhancing operational efficiency	213
9.2.8	TECHNOLOGY PROVIDERS	214
9.2.8.1	Technology providers investing heavily in R&D to create AI agents that can adapt to dynamic environments and make	

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data-driven decisions	214
9.2.9 PROFESSIONAL SERVICE PROVIDERS	215
9.2.9.1 Integration of AI agents in professional services to reshape industry by driving operational efficiencies	215
9.2.9.2 Consulting Service Providers	216
9.2.9.3 Knowledge Process Outsourcing (KPO)	217
9.2.9.4 Business Process Outsourcing (BPO)	218
9.2.9.5 Recruitment	219
9.2.10 LAW FIRMS	220
9.2.10.1 AI agents automate data collection and analysis, enabling law firms to gain valuable insights from their operations	220
9.2.11 OTHER ENTERPRISES	221
9.3 CONSUMERS	223
10 AI AGENTS MARKET, BY REGION	225
10.1 INTRODUCTION	226
10.2 NORTH AMERICA	228
10.2.1 NORTH AMERICA: AI AGENTS MARKET DRIVERS	228
10.2.2 NORTH AMERICA: MACROECONOMIC OUTLOOK	229
10.2.3 US	242
10.2.3.1 US AI agents market seeing flurry of mergers and acquisitions as companies aim to strengthen their AI capabilities	242
10.2.4 CANADA	244
10.2.4.1 Canadian government exploring use of AI agents to improve public services	244
10.3 EUROPE	245
10.3.1 EUROPE: AI AGENTS MARKET DRIVERS	245
10.3.2 EUROPE: MACROECONOMIC OUTLOOK	245
10.3.3 UK	258
10.3.3.1 As UK continues to invest in AI infrastructure and foster innovation, AI agents market poised for sustained growth	258
10.3.4 GERMANY	259
10.3.4.1 Germany well-positioned to continue leading in AI agents market, contributing to broader AI landscape	259
10.3.5 FRANCE	260
10.3.5.1 France's AI agents market poised for continued growth, supported by government's proactive approach	260
10.3.6 ITALY	261
10.3.6.1 Italian AI agents market poised for substantial growth, with forecasted increase in AI investment by public and private sectors	261
?	
10.3.7 SPAIN	262
10.3.7.1 Spain to leverage AI's transformative potential across various industries	262
10.3.8 NETHERLANDS	263
10.3.8.1 Netherlands positioning itself as leader in AI agents market through combination of strategic investments, ethical guidelines, and collaborative initiatives	263
10.3.9 REST OF EUROPE	264
10.4 ASIA PACIFIC	265
10.4.1 ASIA PACIFIC: AI AGENTS MARKET DRIVERS	265
10.4.2 ASIA PACIFIC: MACROECONOMIC OUTLOOK	266
10.4.3 CHINA	280
10.4.3.1 China's AI agents market primarily driven by government's strong commitment to becoming world leader in AI	280
10.4.4 INDIA	281
10.4.4.1 Government's push toward digitalization and AI adoption driving growth for AI agents in India	281
10.4.5 JAPAN	282

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10.4.5.1	Japanese firms increasingly collaborating with global tech giants to enhance AI capabilities	282
10.4.6	SOUTH KOREA	283
10.4.6.1	South Korean government to position country among top AI powerhouses by 2030	283
10.4.7	AUSTRALIA & NEW ZEALAND	284
10.4.7.1	Focus on ethical AI and data privacy shaping development and deployment of AI agents in ANZ	284
10.4.8	SINGAPORE	285
10.4.8.1	Large corporations in Singapore increasingly adopting AI agents to enhance business operations	285
10.4.9	REST OF ASIA PACIFIC	286
10.5	MIDDLE EAST & AFRICA	287
10.5.1	MIDDLE EAST & AFRICA: AI AGENTS MARKET DRIVERS	287
10.5.2	MIDDLE EAST & AFRICA: MACROECONOMIC OUTLOOK	287
10.5.3	SAUDI ARABIA	301
10.5.3.1	Saudi banks and fintech companies implementing AI agents to enhance customer experience and improve operational efficiency	301
10.5.4	UAE	302
10.5.4.1	UAE continues to prioritize AI across its development strategies	302
10.5.5	QATAR	303
10.5.5.1	Qatar investing heavily in AI technologies to modernize its economy, focusing on sectors like healthcare, education, and finance	303
10.5.6	TURKEY	304
10.5.6.1	Turkey's burgeoning technology sector to be key driver of AI agent adoption	304
10.5.7	REST OF MIDDLE EAST	305
?		
10.5.8	AFRICA	306
10.5.8.1	Development of new AI models and technologies tailored to unique cybersecurity challenges faced by African countries	306
10.6	LATIN AMERICA	307
10.6.1	LATIN AMERICA: AI AGENTS MARKET DRIVERS	307
10.6.2	LATIN AMERICA: MACROECONOMIC OUTLOOK	307
10.6.3	BRAZIL	320
10.6.3.1	Brazilian banks deploying AI agents to handle customer inquiries, provide financial advice, and streamline operations	320
10.6.4	MEXICO	321
10.6.4.1	Mexican government actively promoting AI and digital transformation through various policies and initiatives	321
10.6.5	ARGENTINA	322
10.6.5.1	Argentine startups specializing in AI-powered chatbots and developing AI agents that cater to local and international markets	322
10.6.6	REST OF LATIN AMERICA	323
11	COMPETITIVE LANDSCAPE	325
11.1	OVERVIEW	325
11.2	KEY PLAYER STRATEGIES/RIGHT TO WIN	325
11.3	REVENUE ANALYSIS	327
11.4	MARKET SHARE ANALYSIS	328
11.4.1	MARKET SHARE OF KEY PLAYERS OFFERING AI AGENTS	328
11.4.1.1	Market Ranking Analysis	329
11.5	PRODUCT COMPARATIVE ANALYSIS	331
11.5.1	PRODUCT COMPARATIVE ANALYSIS, BY OPEN-SOURCE AI AGENT	331
11.5.1.1	Sweep AI (Sweep.dev)	331

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11.5.1.2	Superagent (Superagent AI)	331
11.5.1.3	MetaGPT (Geekan)	332
11.5.1.4	AutoGen (Microsoft)	332
11.5.1.5	ChatDev (OpenBMB)	332
11.5.2	PRODUCT COMPARATIVE ANALYSIS, BY CLOSED-SOURCE AI AGENT	333
11.5.2.1	Blackbox AI (Blackbox)	333
11.5.2.2	Copilot X (GitHub)	333
11.5.2.3	Deepnote AI (Deepnote)	333
11.5.2.4	Phind Ask (Phind)	333
11.5.2.5	Gumloop Flow (Gumloop)	334
11.6	COMPANY VALUATION AND FINANCIAL METRICS	334
11.7	COMPANY EVALUATION MATRIX: KEY PLAYERS, 2023	335
11.7.1	STARS	335
11.7.2	EMERGING LEADERS	335
11.7.3	PERVASIVE PLAYERS	336
11.7.4	PARTICIPANTS	336
11.7.5	COMPANY FOOTPRINT: KEY PLAYERS, 2023	337
11.7.5.1	Company footprint	337
11.7.5.2	Regional footprint	338
11.7.5.3	Product type footprint	339
11.7.5.4	Agent role footprint	340
11.7.5.5	Agent system footprint	341
11.7.5.6	End user footprint	342
11.8	COMPANY EVALUATION MATRIX: STARTUPS/SMES, 2023	343
11.8.1	PROGRESSIVE COMPANIES	343
11.8.2	RESPONSIVE COMPANIES	343
11.8.3	DYNAMIC COMPANIES	343
11.8.4	STARTING BLOCKS	343
11.8.5	COMPETITIVE BENCHMARKING: STARTUPS/SMES, 2023	345
11.8.5.1	Detailed list of key startups/SMEs	345
11.8.5.2	Competitive benchmarking of key startups/SMEs	347
11.9	COMPETITIVE SCENARIO AND TRENDS	348
11.9.1	PRODUCT LAUNCHES AND ENHANCEMENTS	348
11.9.2	DEALS	351
12	COMPANY PROFILES	353
12.1	INTRODUCTION	353
12.2	KEY PLAYERS	353
12.2.1	IBM	353
12.2.1.1	Business overview	353
12.2.1.2	Products/Solutions/Services offered	355
12.2.1.3	Recent developments	355
12.2.1.3.1	Deals	355
12.2.1.4	MnM view	356
12.2.1.4.1	Key strengths	356
12.2.1.4.2	Strategic choices	356
12.2.1.4.3	Weaknesses and competitive threats	356
12.2.2	MICROSOFT	357

12.2.2.1	Business overview	357
12.2.2.2	Products/Solutions/Services offered	358
12.2.2.3	Recent developments	359
12.2.2.3.1	Product launches	359
12.2.2.3.2	Deals	359
12.2.2.4	MnM view	360
12.2.2.4.1	Key strengths	360
12.2.2.4.2	Strategic choices	360
12.2.2.4.3	Weaknesses and competitive threats	360
?		
12.2.3	GOOGLE	361
12.2.3.1	Business overview	361
12.2.3.2	Products/Solutions/Services offered	362
12.2.3.3	Recent developments	363
12.2.3.3.1	Product launches	363
12.2.3.4	MnM view	363
12.2.3.4.1	Key strengths	363
12.2.3.4.2	Strategic choices	364
12.2.3.4.3	Weaknesses and competitive threats	364
12.2.4	AWS	365
12.2.4.1	Business overview	365
12.2.4.2	Products/Solutions/Services offered	366
12.2.4.3	Recent developments	367
12.2.4.3.1	Product launches	367
12.2.4.3.2	Deals	367
12.2.4.4	MnM view	367
12.2.4.4.1	Key strengths	367
12.2.4.4.2	Strategic choices	368
12.2.4.4.3	Weaknesses and competitive threats	368
12.2.5	NVIDIA	369
12.2.5.1	Business overview	369
12.2.5.2	Products/Solutions/Services offered	370
12.2.5.3	Recent developments	371
12.2.5.3.1	Deals	371
12.2.5.4	MnM view	371
12.2.5.4.1	Key strengths	371
12.2.5.4.2	Strategic choices	371
12.2.5.4.3	Weaknesses and competitive threats	372
12.2.6	ORACLE	373
12.2.6.1	Business overview	373
12.2.6.2	Products/Solutions/Services offered	374
12.2.6.3	Recent developments	375
12.2.6.3.1	Product launches	375
12.2.6.3.2	Deals	375
12.2.7	SALESFORCE	376
12.2.7.1	Business overview	376
12.2.7.2	Products/Solutions/Services offered	377

12.2.7.3	Recent developments	378
12.2.7.3.1	Product launches	378
?		
12.2.8	OPENAI	379
12.2.8.1	Business overview	379
12.2.8.2	Products/Solutions/Services offered	379
12.2.8.3	Recent developments	380
12.2.8.3.1	Product launches	380
12.2.9	LIVEPERSON	381
12.2.9.1	Business overview	381
12.2.9.2	Products/Solutions/Services offered	382
12.2.9.3	Recent developments	383
12.2.9.3.1	Product launches	383
12.2.10	TEMPUS AI	384
12.2.11	KORE.AI	385
12.2.12	LEEWAYHERTZ	386
12.2.13	CS DISCO	386
12.2.14	AEROGILITY	387
12.2.15	GUPSHUP	387
12.2.16	HIREVUE	388
12.2.17	HELPSHIFT	388
12.2.18	FLUID AI	389
12.2.19	AMELIA	389
12.2.20	IRISITY	390
12.2.21	COGITO	391
12.2.22	SMARTACTION	391
12.3	STARTUP/SME PROFILES	392
12.3.1	TOVIE AI	392
12.3.1.1	Business overview	392
12.3.1.2	Products/Solutions/Services offered	393
12.3.1.3	Recent developments	394
12.3.1.3.1	Product launches	394
12.3.1.3.2	Deals	395
12.3.2	COGNOSYS	396
12.3.3	AISERA	397
12.3.4	MARKOVATE	398
12.3.5	RASA	399
12.3.6	STABILITY AI	400
12.3.7	INFINITUS SYSTEMS	401
12.3.8	SIERRA	402
12.3.9	LEVEL AI	403
12.3.10	SYBILL AI	404
12.3.11	TRUVA	405
12.3.12	LEENA AI	406
12.3.13	TARS	407
12.3.14	TALKIE.AI	408
12.3.15	HEYMILO AI	409

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12.3.16	CUJO AI	410
12.3.17	ONEAI	411
12.3.18	LOCALE.AI	412
12.3.19	COGNIGY	413
12.3.20	NEWO.AI	413
12.3.21	BEAM AI	414
12.3.22	CAUSALENS	414
12.3.23	KRISP	415
12.3.24	RELEVANCE AI	415
12.3.25	SPELL	416
12.3.26	BLUEJ	416
12.3.27	LUMINANCE	417
12.3.28	LAWGEEEX	418
13	ADJACENT AND RELATED MARKETS	419
13.1	INTRODUCTION	419
13.2	ARTIFICIAL INTELLIGENCE (AI) MARKET - GLOBAL FORECAST TO 2030	419
13.2.1	MARKET DEFINITION	419
13.2.2	MARKET OVERVIEW	420
13.2.2.1	Artificial Intelligence Market, by Offering	421
13.2.2.2	Artificial Intelligence Market, by Business Function	422
13.2.2.3	Artificial Intelligence Market, by Technology	423
13.2.2.4	Artificial Intelligence Market, by Vertical	424
13.2.2.5	Artificial Intelligence Market, by Region	426
13.3	GENERATIVE AI MARKET - GLOBAL FORECAST TO 2030	427
13.3.1	MARKET DEFINITION	427
13.3.2	MARKET OVERVIEW	427
13.3.2.1	Generative AI Market, by Offering	428
13.3.2.2	Generative AI Market, by Data Modality	428
13.3.2.3	Generative AI Market, by Application	429
13.3.2.4	Generative AI Market, by Vertical	430
13.3.2.5	Generative AI Market, by Region	432
14	APPENDIX	434
14.1	DISCUSSION GUIDE	434
14.2	KNOWLEDGESTORE: MARKETSandMARKETS' SUBSCRIPTION PORTAL	440
14.3	CUSTOMIZATION OPTIONS	442
14.4	RELATED REPORTS	442
14.5	AUTHOR DETAILS	443

**AI Agents Market by Agent Role (Productivity & Personal Assistants, Sales, Marketing, Customer Service, Code Generation), Agent Systems (Single Agent, Multi Agent), Product Type (Ready to Deploy Agents, Build Your Own Agents) - Global Forecast to 2030**

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